# Is Business Success Killing You?

**Have an immediate need for a complaint handling system? Request a [Demo](#) now!**

Dear Hoyt

The push is on to digitize medical and health care records.

What will this mean to your industry?

- More customers who are less comfortable with computers in their workplace
- Increased call volume for customer support
- Increased numbers of complaint tickets
- Decreased time to administer it all

Oh, and one more thing....your product may come under the jurisdiction of the FDA.

The jury is still out on that last one, but there is already precedent for medical software being considered a medical device. You need to ensure your complaint handling system is ready for audit.

**[PhaseWare](#)** has a complaint handling system that:

- stores customer information for easy retrieval,
- tracks tickets from submission to closure,
- automatically escalates issues,
- sends SLA (Service Level Agreement) deadline alerts,
- creates reports on complaint trends, ticket aging, SLA activity, and billing
- creates a complete history of all activity for each ticket, each customer, and each product

You will always know where each ticket is, how to contact each customer, when a serious issue has occurred, whether you will meet your SLA, and exactly what happened with each complaint, each customer, and each software product you sell and support.

Complaints will be handled effectively, efficiently, and completely. No tickets will be lost. Customers will always be notified of the status and resolution of their complaints.

And if the FDA comes calling, you will be able to show them exactly what they want, when they want it, the way they want it.

Complete compliance and customer support, all in one package.

Visit **[PhaseWare](#)** today

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***About Us:***

*PhaseWare software applications and professional services are optimized for the Small and Medium sized Business to deliver robust and financially viable solutions. There is a major distinction between installing software and implementing a solution. Uniquely, the operational features and functions of the PhaseWare Tracker suite of products give strongest consideration to achieving a successful business implementation.*